

FAQs – Tower Hamlets Winter Fuel Payment

www.towerhamlets.gov.uk/WinterFuelApply

1. What is the Tower Hamlets Winter Fuel Payment?

The Tower Hamlets Winter Fuel Payment is a one-off payment of £175 per eligible resident provided by Tower Hamlets Council to support pensioners who do not qualify for central government's Winter Fuel Payment.

2. How can residents apply for the payment?

You can apply online by visiting www.towerhamlets.gov.uk/WinterFuelApply. Applications will be assessed from the end of January 2025 onwards, and those eligible will receive payment after this period. Residents can also apply by phone by calling 020 7364 5040, or by letter (see question 7 for more details).

3. When will residents receive this payment?

Applications will be assessed from the end of January 2025 onwards. Payments will be made after this period.

4. Who is eligible for the Tower Hamlets Fuel Payment?

To qualify, you must:

- Be a resident of Tower Hamlets,
- Be born before 23 September 1958,
- **Not** be receiving Pension Credit or any other benefits that make you eligible for the government's Winter Fuel Payment.

5. What information and documents do residents need to provide?

You will need to provide:

- a. **Personal details:** Name, date of birth, national insurance number (if known), address, bank details, and email address (if you have one).
- b. **Proof of identity and age.** Upload copies of the relevant documents:
 - A photo ID (*e.g., passport, driving license, older persons freedom pass, UK residence permit, or EEC identity card*),

OR

- A state pension letter **AND** another proof of identity (e.g., birth certificate, marriage certificate, medical card, utility bill).
- c. **Proof of address:** Upload a copy of a bank statement in your name (dated within the last three months)

6. Resident does not have a bank account in their own name.

Resident will need to provide **ONE** of the following as proof of address instead. Please note this option will delay the payment process and resident may need to collect their payment in person at the Post Office.

- Council Tax Statement
- Utility Bill
- Tenancy Agreement (current year)
- Original Letter from Benefits Agency
- Electoral Register Entry

7. Is there a paper version of the online form?

There is a paper application form which can be collected at the Tower Hamlets Town Hall, 160 Whitechapel Rd, London E1 1BJ.

Where possible, we would advise partner agencies to submit an online form on behalf of the resident to keep applications on the central system and ensure faster processing. Please note, **if the resident would like to receive the outcome of their application by post, do not include an email address when submitting the form online. Residents should make note of their case reference number on the final confirmation screen.**

8. A resident has come in with their details filled out on the paper application form

Firstly, where possible, please submit an online form on behalf of the resident to keep applications on the central system and ensure faster processing. This would just require their personal details being copied over to the online form and then the uploading of the documents. www.towerhamlets.gov.uk/WinterFuelApply

Where you have been given a paper application and there is no possibility of submitting an online form, you may scan the application form and all relevant documents and email over to: costofliving@towerhamlets.gov.uk.